

Appendix B

The following client rights and responsibilities document is adapted for use by Ryan White Title II clients in Nevada from those developed for clients in New Orleans, by the New Orleans AIDS Taskforce.

Client Rights

1. RESPECT, COURTESY, AND PRIVACY

You have the right to be treated at all times with respect and courtesy within a setting which provides you with the highest degree of privacy possible.

2. FREEDOM FROM DISCRIMINATION

You have the right to freedom from discrimination because of age, ethnicity, gender, religion, sexual orientation, values and beliefs, marital status, medical condition, or any other arbitrary criteria.

3. ACCESS TO HIV/AIDS SERVICE INFORMATION

You have the right to be informed by your health care and/or social service provider about the full range of available HIV/AIDS treatments and about related available social and support services. You have the right to be advised of the risks and to discuss the benefits of any proposed treatments/services. You have the right to give your informed consent to any treatments/services or services before they are provided.

4. IDENTITY AND PROVIDER CREDENTIALS

You have the right to know the names, titles, specialties, and affiliations of all health and social service providers, and anyone else involved in your care. You have the right to know about the health or social service organization's policies and procedures.

5. CULTURALLY SENSITIVE SHARING OF INFORMATION

You have the right to have information shared with you in a respectful manner that is easy to understand and takes into account the differences in each person's background, culture and preferences.

6. CONSENT AND THE CARE PLAN

You have the right to be involved in the development of an individualized plan of care prior to and during the course of treatment. You have the right to disagree, change your mind or request a medical second opinion without affecting the ongoing availability of treatment/services. You must be notified of any change made to your care plan before it happens.

7. CHOICE AND ACCESS TO SERVICE

You have the right to be informed of all available services upon intake. You have the right to choose and receive all treatments/services for which you qualify.

8. DECLINING SERVICE

You have the right to decline treatments/services without pressure from your healthcare or social service provider. You have the right to refuse to participate in any research studies or experiments that the provider may recommend. You have the right to change your mind after refusing OR consenting to treatment, clinical trials, counseling, or any other service without affecting ongoing care. You have the right to make these decisions without pressure from your service providers.

9. NAMING AN ADVOCATE

You have the right to choose an advocate. You may have more than one advocate (such as a family member or another person) to give you support and represent your rights. This person (the Advocate) also can make sure that you are getting the correct kind of HIV services and care.

10. AN ADVANCED DIRECTIVE FOR CARE

You have the right to make formal decisions about your care that can be used at a later time, if you are not able to speak for yourself, due to illness or other factors. These include *living wills*, *health care proxies*, and *durable powers-of-attorney* for health and social services.

11. ACCESS TO FINANCIAL INFORMATION

You have the right to ask questions about and see all of your health care bills. You have the right to get referrals and help with any payment problems.

12. A CLIENT GRIEVANCE PROCEDURE

You have the right to voice complaints, to suggest changes, and to be informed about how to file a grievance (a formal written complaint). You have the right to do this without harassment, interference or pressure.

13. CONFIDENTIALITY AND ACCESS TO RECORDS

You have the right to have all of your records kept strictly confidential, and not released without your permission. You have the right to access all of your records and to have copies of these at a fair copying cost.

14. FREEDOM FROM CONSTRAINTS

You have the right to be free from all types of constraints when you deal with health or social service providers and treatment plans.

TRANSFERS AND CONTINUITY OF CARE

You have the right to uninterrupted treatments/services. If possible, your requests to leave one provider and be seen by another should be honored and happen as soon as possible. You may NOT be transferred to another provider or facility without an explanation for the transfer. You must be informed of other options that are available.

CLIENT RESPONSIBILITIES

1. RESPECT, COURTESY AND CONFIDENTIALITY

Health and social service providers have the right to be treated with respect and courtesy at all times.

2. GIVING CORRECT AND COMPLETE INFORMATION

You are responsible for giving your provider accurate and complete information about your health condition and social situation, medications used, past and current treatments and the names and addresses of other providers you are using or have used. You must give this information to the best of your ability.

3. SEEKING FACTS ABOUT YOUR CASE

You are responsible for asking questions about the care you are receiving if you do not completely understand it. This means that you should know about the risks, benefits and financial aspects of your care. You also have the right to have your advocate(s) ask about this information.

4. FOLLOWING THE TREATMENT PLAN

You are responsible for following treatment plans that you and your providers have agreed upon. You have the responsibility to tell your provider right away if you decide to stop your treatment or go against your provider's advice. You are responsible for what happens to you.

5. SCHEDULED APPOINTMENTS

You are responsible for keeping appointments that you and your provider have scheduled. If you have to cancel, you are responsible for telling your provider that you will not be there.

6. COMMUNICATING YOUR FINANCIAL NEEDS

You are responsible for giving accurate and complete information about third party payers (such as insurance companies, Medicaid, Medicare) to your providers and their facilities. You should also make sure that you give them any forms that they may ask for, and complete and return any forms that are required of you as soon as you possibly can.

You also have the responsibility to talk to your providers about your financial situation, regarding your financial needs, and tell them if you need help in figuring out what your financial needs are before you start receiving services from your provider.

7. RULES AND REGULATIONS OF SERVICE PROVIDER ORGANIZATIONS

You are responsible for following the rules and regulations of your providers and their agencies/facilities.

8. VOICING COMPLAINTS AND GRIEVANCES

You are responsible for voicing complaints and presenting grievances in a courteous, appropriate and timely manner. You should do this by following the providers' grievance policy and procedure, and you may ask for help in doing this if you need it.

CONTINUING CARE

Whenever you leave a providers' facility or care, you are responsible for asking when and where to go for more treatment and follow-up services.